

# LAVAMAT SOUPLESSE 14

Washing Machine

User Information



## Dear customer,

Please read this user information carefully.

In particular, pay attention to the section "Safety" on the first pages. Keep this user information in a safe place for later reference. Pass it on to any subsequent owners of the unit.



Points which are necessary for your safety or which are important for the unit's functional capability are highlighted by a warning triangle and/or signal words (**Warning!**, **Caution!**, **Attention!**). Always remember.

1. This symbol guides you step by step in operating the unit.

2. ...



After this symbol you will find detailed information on operation and practical use of the unit.



The clover leaf indicates tips and information on the economical and environmentally-responsible use of the unit.

This user information contains information on remedying any faults which may occur, see the section "What to do if ..." .

If these instructions are not sufficient, our After-Sales Service is at your disposal at any time:

ELGROEP & AEG SERVICE  
Bergensesteenweg 719  
1502 Lembeek  
Tel.: 02/3630444

Here you will receive an answer to any question concerning the features and use of your unit. Of course, we are also pleased to receive any requests, suggestions and criticism. Our aim is to further improve our products and services for the benefit of our customers.

In the event of technical problems, our factory customer service in your area is at your disposal at all times. Also refer to the section "Service".

Printed on recycled paper.

Those who think ecologically act ecologically ...

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# Instructions for use



## Safety

The safety of AEG electrical appliances conforms to the recognised technical regulations and the legislation covering the safety of appliances. However, as manufacturers, we still regard it as our responsibility to inform you of the following safety information.

### Before Putting into Operation for the First Time

- Refer to the "**Installation and Connection Instructions**" later in this user information.
- When the unit is delivered in winter months with minus temperatures: Store the washing machine for 24 hours at room temperature before putting it into operation.

### Correct Use

- The washing machine is only designed for normal domestic washing. If the unit is used for purposes other than that for which it is designed, the manufacturer can accept no liability for any resulting damages.
- For safety reasons, conversions or modifications to the washing machine are not permissible.
- Use only detergents which are suitable for washing machines. Follow the washing detergent manufacturer's instructions.
- The washing must not contain any flammable solvents. Also remember this when washing pre-cleaned washing.
- Do not use the washing machine for chemical cleaning.
- Dyes/dye removers may only be used in washing machines if the manufacturer expressly allows these products. We cannot be held liable for any resulting damage.
- Use only water from the water mains. Use rainwater or service water only if it meets the requirements outlined in DIN 1986 and DIN 1988.
- Frost damage is not covered by the warranty! If the washing machine is in a room which is at risk from frost, an emergency emptying operation must be carried out when there is a frost risk (see the section "Carry Out Emergency Emptying").

## Child Safety

- Packaging components (e.g. films, polystyrene) can be hazardous to children. Risk of suffocation! Keep packaging away from children.
- Children often cannot recognise the hazards associated with handling electrical appliances. Therefore, ensure the necessary supervision during operation and do not allow children to play with the washing machine – there is a risk that children can get trapped inside.
- Ensure that children or small animals cannot climb into the washing machine's drum.
- When disposing of the washing machine: Pull out the mains plug, destroy the door lock, cut off the electrical supply lead and throw away the plug and the left-over cable. This means that children at play cannot shut themselves inside and in so doing be in danger.

## General Safety

- Repairs to the washing machine may only be carried out by qualified specialists. Incorrect repairs may result in significant risk to the user. If repairs are necessary, consult our customer service or your specialist dealer.
- Never use the washing machine if the mains cable is damaged or the control panel, work surface or base panel area are so badly damaged that the interior of the unit is openly accessible.
- Switch off the washing machine before carrying out cleaning, care and maintenance work. Also pull the mains plug out of the socket or,
  - if it is permanently connected, – switch off the circuit breaker at the household power distribution box or completely remove the screw-in fuse.
- If the appliance will be out of operation for an extended period of time, unplug it from the mains.
- Never pull the cable to remove the plug from the socket. Always pull the plug itself.
- Multiple connectors, couplings and extension cables must not be used. **There is a risk of fire with overheating!**
- Do not spray down the washing machine with a water jet. Risk of electric shock!
- The glass in the door becomes hot in the case of wash programmes with high temperatures. Do not touch!

- Allow the washing solution to cool before carrying out an emergency emptying operation or cleaning the drain pump.
- Small animals can chew the power cables and water hoses. Risk of electric shock and danger of water damage! Keep small animals away from the washing machine.



## Disposal

### Dispose the packing material!

Dispose of your washing machine's packaging correctly. All the packaging materials used are harmless to the environment and can be recycled.

- Plastic parts are marked with standard international abbreviations:  
  >PE<      for polyethylene, e.g. sheet wrapping material  
  >PS<      for polystyrene, e.g. padding material (always CFC-free)  
  >POM<     for polyoxymethylene, e.g. plastic clips
- Cardboard packaging is manufactured from recycled paper and should be deposited in the waste paper collection for recycling.

### Dispose the old appliance!

When you finally put your appliance out of operation, please bring it to your nearest recycling centre or to your dealer.

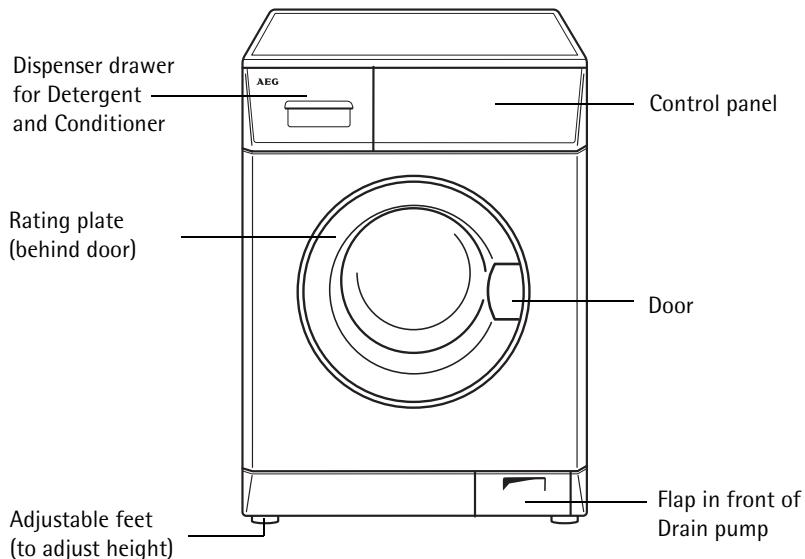


## Environment Tips

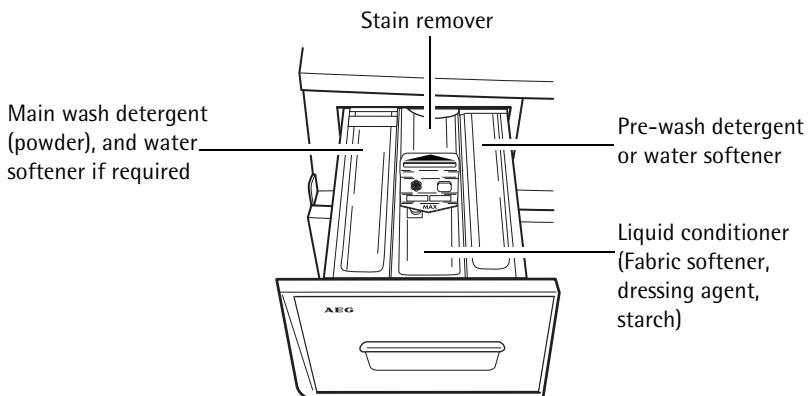
- The pre-wash cycle is not required for averagely dirty washing. This saves washing powder/liquid, water and time (and does not harm the environment).
- The washing machine is especially economical when you fully utilise the stated filling quantities.
- For small amounts of washing, use only half to two thirds the recommended amount of washing powder/liquid.
- Suitable pretreatment enables stains and small amounts of dirt to be removed. You can then wash at a lower temperature.
- Use the energy-saving program to wash garments which are lightly to moderately dirty.
- There is often no need for conditioner. Try it once! If you use a dryer, your washing will become soft and velvety even without conditioner.
- In the case of medium to high water hardness, (hardness range II or higher, see "Washing and Care Agents"), you should use water softener. The washing powder/liquid can then always be metered for hardness range I (= soft).

# Description

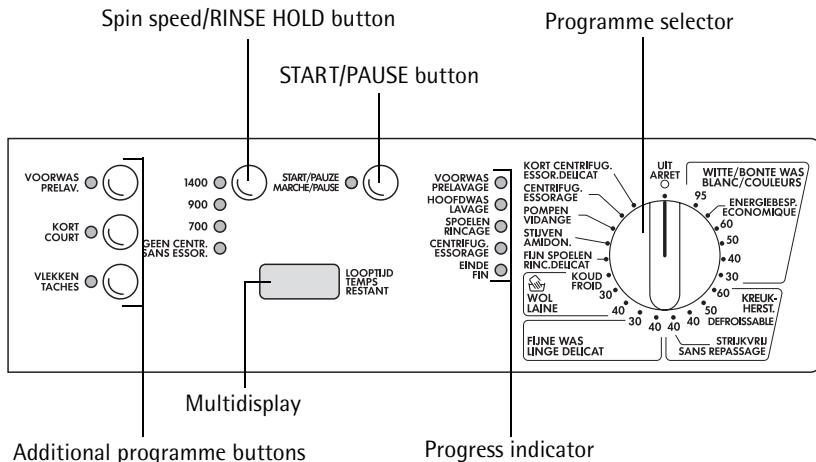
## Front view



## Dispenser drawer for Detergent and Conditioner



## Control panel



## Programme selector

The programme selector is used to choose the most suitable wash setting (for example, water level, type of drum movement, number of rinses, spin speed) for the type of wash, as well as the temperature of the detergent solution.

### OFF (UIT, ARRET)

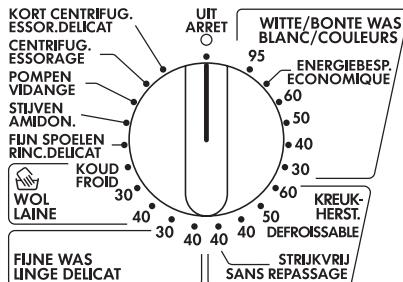
- Switches off the machine - at all other positions the machine remains on.
- Clears programme settings selected by mistake. The original settings are restored.

### COTTONS/LINEN (WITTE/BONTE WAS, BLANC/COULEURS)

Main wash for cottons/linen at 30 °C to 95 °C.



Position ENERGY SAVING (ENERGIEBESP., ECONOMIQUE): Energy-saving programme at around 67 °C, for slightly or normally soiled cottons, extended wash time (cannot be combined with the SHORT/KORT/COURT setting).



### **EASY-CARES (KREUKHERSTELLEND, DEFROISSABLE)**

Main wash, for easy-care textiles (blend fabrics) at 40 °C to 60 °C.

Position EASY-IRON (STRIJKVRIJ, SANS REPASSAGE): Main wash at 40 °C for easy-care textiles, which require only light or no ironing with this setting.

### **DELICATES (FIJNE WAS, LINGE DELICAT)**

Main wash for delicates, at 30 °C or 40 °C.

### **WOOL (WOL, LAINE)/ (Handwash)**

Main wash (up to 40 °C) for both machine-washable and hand-washable woollens and silk with the Care symbol  (handwash).

### **GENTLE RINSE (FIJN SPOELEN, RINC. DELICAT)**

Separate gentle rinse, for example, for handwash textiles (2 rinses, liquid conditioner washed in  from the drawer, gentle spin).

### **STARLING (STIJVEN, AMIDON.)**

Separate starch, separate gentle rinse, separate conditioning for wet clothes (1 rinse, liquid conditioner washed in  from the drawer, spin).

### **PUMP OUT (POMPEN, VIDANGE)**

Empties the water after a rinse hold (no spin).



RINSE HOLD (GEEN CENTR., SANS ESSOR.) means: The washing is left to soak in the last rinse water. It is not spun.

### **SPIN (CENTRIFUG., ESSORAGE)**

Pumps out the water after a rinse hold or spin, or for separate spinning of hand-washed cottons/linen.

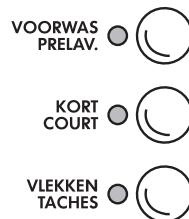
### **GENTLE SPIN (KORT CENTRIFUG., ESSOR. DELICAT)**

Pumps out the water after a Rinse Hold and Gentle Spin, or. separate, gentle spin of delicate textiles (easy-care clothes, delicates, woollens).

## Additional Programming Buttons

The additional programming buttons adjust the wash cycle according to how soiled the washing is. Additional cycles are necessary only if the washing is excessively soiled.

Depending on the cycle chosen, the various functions may be used in combination with each another.



### PRE WASH (VOORWAS, PRELAV.)

Warm pre-wash prior to the main wash cycle (main wash cycle follows automatically); with spin cycle for COTTONS/LINEN (WITTE/BONTE WAS, BLANC/ COULEURS) and EASY-CARES (KREUKHERSTELLEN, DEFROISSABLE), without spin cycle for DELICATES (FIJNE WAS, LINGE DELICAT).

### SHORT (KORT, COURT)

Shortened main wash cycle for washing that is lightly soiled.

### STAIN (VLEKKEN, TACHES)

For treating washing that is heavily soiled or stained. Stain removal agent is rinsed in at an optimal point in the cycle. This cycle can only be set for a washing temperature of over 40° C, as stain removal agent is only effective at higher temperatures.



If the WOOLLENS (WOL, LAINE)/ (hand wash) setting is selected the additional programmes are not able to be chosen (any buttons that are pressed have no effect).

# Consumption Values

The values for selected programs in the following tables were determined under normal conditions. However, there is a helpful orientation aid for domestic operation.

Program Selector/Temperature	Filling Quantity in kg	Water in Litres	Energy in kWh
COTTONS/LINEN 95 (WITTE/BONTE WAS, BLANC/COULEURS)	5	49	1,80
COTTONS/LINEN 60 <sup>1)</sup> (WITTE/BONTE WAS, BLANC COULEURS)	5	45	0,94
COTTONS/LINEN 40 (WITTE/BONTE WAS, BLANC/COULEURS)	5	54	0,60
EASY-CARES 40 (KREUKHERSTELLEND, DEFROISSABLE)	2,5	54	0,50
DELICATES 30 (FIJNE WAS, LINGE DELICAT)	2,5	50	0,25
WOOLLENS (WOL, LAINE)/  (Handwash) 30	2	47	0,25

1) **Note:** Program setting for a test in accordance with EN 60 456. The consumption values can deviate from the stated values depending on the water pressure, hardness, inlet temperature, room temperature, type and quantity of washing, the washing powder/liquid used, fluctuations in the mains voltage and selected additional functions.

## Before the First Wash

-  1. Pull out the washing powder drawer slightly.
- 2. Pour about 1 litre of water through the washing powder drawer into the washing machine. With the next program start, this will close the solution container and the eco-sludge can function correctly.
- 3. Run the washing cycle without washing (COTTONS/WITTE WAS, BLANC 95 °C, with half the amount of washing detergent). This removes residues left over from production on the drum and solution container.

# Prepare the Washing Cycle

## Sort and Prepare the Washing

- Sort the washing according to care codes and type (see "Washing Types and Care Codes").
- Empty pockets.
- Remove metal parts (paper clips, safety pins etc.).
- To prevent washing damage and washing snags: Close zip fasteners, button closed bed covers and pillow cases, and tie together ribbons, e.g. on aprons.
- Use clothing made of double-layer fabric (sleeping bag, anorak etc.).
- On knitted, coloured textiles and on wool and textiles with fitted decorations: Turn inside out.
- Wash small and sensitive items (baby socks, stockings, tights, bras etc.) in a washing net, a cushion with a zip fastener or in larger socks.
- Treat curtains with particular care. Remove small metal rollers or small, burred rollers or tie them in a net or in a bag. We cannot accept any liability for damage.
- Do not wash coloureds and whites together in one washing cycle. Otherwise, whites will discolour or turn grey.
- New coloureds often contain surplus dye. It is best to wash such items separately the first time.
- Mix small and large items of washing! This speeds up the effect of washing and the washing is more favourably distributed during spinning.
- Loosen up the washing before loading it into the washing machine.
- Put the washing into the drum folded out.
- Pay attention to the care instructions "Wash separately" and "Wash separately several times"!

## Washing Types and Care Codes

The care codes help you choose the correct washing program. The washing should be sorted according to type and care code. The temperatures stated in the care codes are all maximum values.

### Cottons

Textiles made of cotton and linen with this care code are insensitive to mechanical stress and high temperatures. The program COTTONS/LINEN (WITTE/BONTE WAS, BLANC/COULEURS) is suitable for this type of washing.

### Linen

Textiles made of cotton and linen with this care code are insensitive to mechanical stresses. The program COTTONS/LINEN (WITTE/BONTE WAS, BLANC/COULEURS) is suitable for this type of washing.

### Easy-Care Garments

Textiles such as finished cottons, cotton mixtures, viscose and synthetics with this care code require mechanically more mild treatment. The program EASY-CARES/EASY IRON (KREUKHERSTELLEND, DEFROISSABLE/STRIJKVRIJ, SANS REPASSAGE) is suitable for this type of washing.

### Delicates

Textiles such as layered fibres, microfibres, viscose, synthetics and curtains with this care code require very gentle treatment. The program DELICATES (FIJNE WAS, LINGE DELICAT) is suitable for this type of washing.

### Wool and Very Sensitive Washing

Textiles such as wool, wool mixtures and silk with this care code are especially sensitive to mechanical stresses. The program WOOLLENS (WOL, LAINE)/ (handwash) is suitable for this type of textiles.

**Attention!** Textiles with the care code  (Do not wash!) must not be washed in the washing machine!

## Washing Detergents and Care Agents

### Which washing detergent and care agent?

Use only washing detergents and care agents which are suitable for use in washing machines. Always follow the manufacturer's instructions.

### How much washing detergent and care agent?

The amount to be used depends on:

- the dirtiness of the washing
- the hardness category of the mains water supply
- the filling quantity



If the detergent manufacturer gives no details of the dosing quantities for minimum loads, add one third less for half loads and, in the case of very small loads and for EASY IRON (STRIJKVRIJ, SANS REPASSAGE), only half the amount of detergent recommended for a full load.

Refer to the detergent/care agent manufacturer's instructions on use and dosage.

## Water Softener

For medium to high water hardness (hardness category II or higher) you should use water softener. Pay attention to the manufacturer's instructions. Always then meter detergent for hardness category I (= soft). The responsible water works can provide information on the local water hardness.



Since the water softener is added before the main washing detergent, (water pre-softening), eighty percent of the softener quantity stated on the package is sufficient.

### Water Hardness Details

Hardness Category	Water Hardness °dH (degrees German hardness)	Water Hardness in mmol/l (millimol per litre)
I – soft	0 - 7	up to 1.3
II – medium hard	7 - 14	1.3 - 2.5
III – hard	14 - 21	2.5 - 3.8
IV – very hard	over 21	over 3.8

# Performing a wash cycle

## Quick Start Guide

To complete a wash cycle, follow the steps below:

- ☞ 1.** Open the door, load the washing.
- 2.** Close the door.
- 3.** Pour detergent/conditioner into the drawer.
- 4.** Choose a suitable programme:
  - use the programme selector to set the programme
  - set any additional programme functions as required
- 5.** If necessary, adjust the spin speed or select RINSE HOLD (GEEN CENTR., SANS ESSOR.).
- 6.** Start the programme by pressing the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button.

### When the programme is finished:

**Important!** If the programme ends at Rinse Hold, select PUMP OUT(POMPEN, VIDANGE), SPIN (CENTRIFUG., ESSORAGE) or GENTLE SPIN (KORT CENTRIFUG., ESSOR. DELICAT) before opening the door.

- 7.** Open the door, and take out the washing.  
The door can be opened after the END (EINDE, FIN) indicator is lit.
- 8.** Switch off the machine: Set the programme selector to OFF (UIT, ARRET).

## Add the Washing



For the maximum filling quantities, refer to the "Program Tables".  
For information on the correct preparation of the washing, see "Sort and Prepare the Washing".

- ☞ 1.** Sort and prepare the washing according to type.
  - 2.** Open the filling door: Pull on the handle of the filling door.
  - 3.** Fill with washing.
- Attention!** When closing the door, make sure no items of washing get stuck! This could damage textiles and the unit.
- 4.** Close the filling door securely.



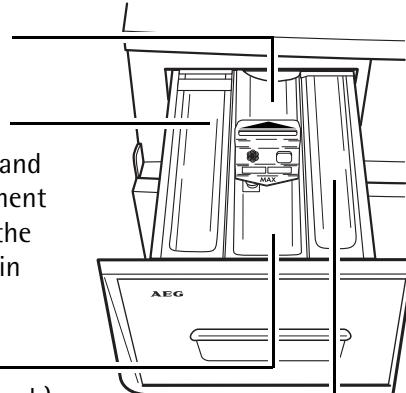
## Pouring in the conditioner/detergent

**i** Tips on using detergents and conditioners. See "Detergents and conditioners".

**☞ 1.** Pull the detergentdispenser drawer out fully.

**2.** Add detergent/conditioner.

**Compartment for stain remover**



**Compartment for main powder-detergent**

(If you are using a water softener, and you need the right-hand compartment for the pre-wash agent, then add the softener after the main detergent in the left compartment.)

**Compartment for conditioner**

(Fabric softener, dressing agent, starch)

**Important!** Do not fill past the MAX level mark. If necessary, dilute concentrated liquid softeners or starches up to the MAX level mark. Dissolve powder starches in water.

**Tip:** A small amount of water remaining in the liquid conditioner compartment is normal, and will not affect results.

**Compartment for pre-wash detergent**

for the additional PRE WASH (VOORWAS, PRELAV.) programme only  
**or for water softeners**

**3.** Push the drawer fully back in.

**i** **If using liquid detergents/detergent tablets:**

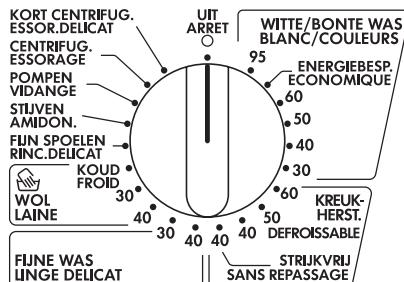
Use the dispenser supplied by the manufacturer, or follow the manufacturer's instructions. Follow the instructions on the packet.

## Set the Washing Program

**i** For a suitable program, the right temperature and possible additional programs for the relevant washing type, refer to the "Program Tables".

- 1.** Set the program selector to the required washing program with the required temperature.

The probable duration of the set program in minutes is shown in the multi-display.



- 2.** Select any additional programs:

The indicator for the selected additional program lights up.

- Press another button to make different selection.
- Press the button again to deselect.



## Change Spin Speed / Select Rinse Hold

-  If necessary, change the spin speed for the final spin / select RINSE HOLD (GEEN CENTR., SANS ESSOR.):



1400



900



700

GEEN CENTR.  
SANS ESSOR.

Press the button SPIN SPEED/RINSE HOLD (GEEN CENTR., SANS ESSOR.) as often as necessary until the display for the required spin speed (or of RINSE HOLD/GEEN CENTR., SANS ESSOR.) lights up.

If RINSE HOLD (GEEN CENTR., SANS ESSOR.) is selected, the washing remains in the last rinsing water and is not spun.



If you do not change the spin speed, the final spin is automatically adapted depending on the washing program:

– COTTONS/LINEN (WITTE/BONTE WAS, BLANC/COULEURS)	1400 revolutions per minute
– EASY-CARES/EASY IRON (KREUKHERSTELLEND/STRIJKVRIJ, DEFROISSABLE/SANS REPASSAGE)	900 revolutions per minute
– DELICATES (FIJNE WAS, LINGE DELICAT)	700 revolutions per minute
– WOOLLENS (WOL, LAINE)/  (Handwash)	900 revolutions per minute

The speed of the intermediate spin depends on the selected program and cannot be changed.

## Starting the programme

-  1. Check that the water supply tap is open.
- 2. Start the program: Press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button.  
The programme starts.



## Programme display

### Progress indicator

Before the programme begins, the steps to be completed are shown on the Progress indicator. The stage of the programme currently running is indicated.



### Multidisplay

The estimated time remaining (in minutes) is shown on the Multidisplay until the programme is completed.



The remaining time may lengthen or shorten, as the programme adjusts to varying conditions in the wash (for example, type and quantity of clothes, imbalance detected during spin cycle, special rinses, etc.).

## Changing the programme

### Changing or interrupting

- ☞ 1. Press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button.
- 2. Turn the programme selector to OFF (UIT, ARRET). The programme is stopped.
- 3. Set another programme if required.  
Otherwise, set the selector to PUMP OUT (POMPEN, VIDANGE), SPIN (CENTRIFUG., ESSORAGE) or GENTLE SPIN (KORT CENTRIFUG., ESSOR. DELICAT) and press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button.  
(the water is pumped out, or the spin cycle begins.)

**i** The programme can be interrupted at any time by pressing the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button; it is then re-started by pressing the button a second time. A programme can only be changed after turning the programme selector to OFF (UIT, ARRET).

### Selecting additional programme functions

Additional programme functions SHORT (KORT, COURT) or STAIN (VLEKKEN, TACHES) can be selected after the programme has started.

- ☞ 1. Press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button.
- 2. Press the SHORT (KORT, COURT) button, or the STAIN (VLEKKEN, TACHES) button.
- 3. Press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button again.  
The programme continues.

### Changing the spin speed

The spin speed can still be changed, or RINSE HOLD (GEEN CENTR., SANS ESSOR.) selected, while the programme is running.

- ☞ 1. Press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button.
- 2. Change the spin speed with the Spin speed/RINSE HOLD (GEEN CENTR., SANS ESSOR.) button.
- 3. Press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button again.  
The programme continues.

## End of wash cycle/Taking out washing

When the programme is completed, the END (EINDE, FIN) light on the progress indicator comes on.

If RINSE HOLD (GEEN CENTR., SANS ESSOR.) was selected, the indicator beside the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button flashes.

### 1. After a Rinse Hold, the water must be pumped out first:

- Press either the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button (the water is pumped out, and the spin cycle starts (depending on the programme; pressing the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button again allows you to change the spin speed, even while spinning is in progress),  
or
- turn the programme selector to OFF (UIT, ARRET), then to PUMP OUT (POMPEN, VIDANGE) and press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button (the water is pumped out without spinning),  
or
- turn the programme selector to OFF (UIT, ARRET), then to SPIN (CENTRIFUG., ESSORAGE) or GENTLE SPIN (KORT CENTRIFUG., ESSOR. DELICAT), then press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button (the water is pumped out and the Spin or Gentle Spin cycle starts).

When this programme stage is ended, the END (EINDE, FIN) indicator light comes on.

### 2. Open the door.

The door can be opened when the END (EINDE, FIN) light comes on.

### 3. Take out the washing.

### 4. Turn the programme selector to OFF (UIT, ARRET).

### 5. Close the water supply tap.

### 6. When washing is complete, pull the detergent dispenser drawer out to let it dry. Leave the door open for a while, to air the inside of the machine.

**Attention!** If the washing machine is not used for a long time:  
Close the water tap and disconnect the washing machine from the electricity mains.

# Programme charts

## Wash

All settings that are generally used in every-day operation of the machine (but not all possible settings) are listed here.

Type of items to be washed Care label	Max. load size (dry weight) <sup>1)</sup>	Programme selector Temperature	Additional programmes possible
Cottons 	5kg	COTTONS/LINEN (WITTE/BONTE WAS, BLANC/COULEURS) 95	PRE WASH (VOORWAS, PRELAV.) SHORT (KORT, COURT) STAIN (VLEKKEN, TACHES)
Energy-Saving programme: Cottons 	5kg	COTTONS/LINEN (WITTE/BONTE WAS, BLANC/COULEURS) ENERGY-SAVING (ENERGIEBESP., ECONOMIQUE)	PRE WASH (VOORWAS, PRELAV.) STAIN (VLEKKEN, TACHES)
Linen  	5kg	COTTONS/LINEN (WITTE/BONTE WAS, BLANC/COULEURS) 30 to 60	PRE WASH (VOORWAS, PRELAV.) SHORT (KORT, COURT) STAIN (VLEKKEN, TACHES) <sup>2)</sup>
Easy-Cares  	2.5kg	EASY-CARES (KREUKHERSTELLENDE, DEFROISSABLE) 30 to 60	PRE WASH (VOORWAS, PRELAV.) SHORT (KORT, COURT)
	1kg	EASY-IRON <sup>3)</sup> (STRIJKVRIJ, SANS REPASSAGE) 40	STAIN (VLEKKEN, TACHES) <sup>2)</sup>

Type of items to be washed Care label	Max. load size (dry weight) <sup>1)</sup>	Programme selector Temperature	Additional programmes possible
Delicates 	2,5kg (or 15-20m <sup>2</sup> curtains)	DELICATES (FJNE WAS, LINGE DELICAT) 30, 40	PRE WASH (VOORWAS, PRELAV.) SHORT (KORT, COURT) STAIN (VLEKKEN, TACHES) <sup>2)</sup>
Woollens/Handwash   	2 kg	 WOOL (WOL, LAINE) COLD (KOUD, FROID) to 40	

1) One 10 litre bucket contains around 2.5 kg of dry washing (cotton).

2) If STAIN represent, a temperature of at least 40° C is required to enable the stain remover agent to work efficiently.

3) Creases in the washing can be avoided to a large extent only if the load size is kept under 1 kg.

5 to 7 easy-care men's shirts are equal to around 1 kg of dry washing.

## Separate Conditioning/Starching/Impregnating

Type of items to be washed	Max. load size (dry weight)	Programme selector
Cottons/Linen	5kg	STARCHING (STIJVEN, AMIDON.)

## Separate rinse

Type of items to be washed	Max. load size (dry weight)	Programme selector
Cottons/Linen	5kg	GENTLE RINSE (FIJN SPOELEN, RINC. DELICAT)
Easy-Cares	2.5kg	
Delicates	2.5kg	
Woollens/Handwash	2kg	

## Separate spin

Type of items to be washed	Max. load size (dry weight)	Programme selector
Cottons/Linen	5kg	SPIN (CENTRIFUG., ESSORAGE)
Easy-Cares	2.5kg	
Delicates	2.5kg	
Woollens/Handwash	2kg	

# Cleaning and Care

## Control Panel

**Attention!** For cleaning panels and control parts, do not use furniture polish or any aggressive cleaning agents.

- ☞ Wipe off control panels with a damp cloth. Use warm water to do this.

## Washing Detergent Drawer

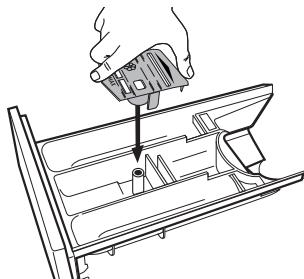
The washing detergent drawer should be cleaned from time to time.

- ☞ 1. Pull out the washing detergent drawer as far as it will go.

2. Remove the washing detergent drawer with a firm pull.

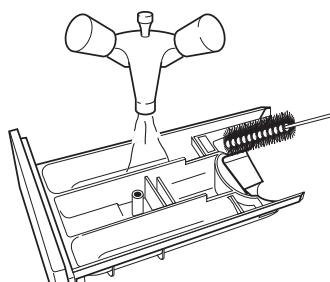
3. Remove the softener insert from  
the middle compartment.

4. Clean the softener insert under  
running water.



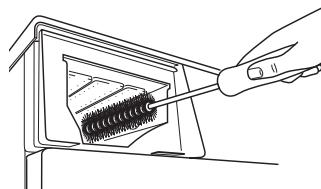
5. Clean the compartments from the  
rear with warm water.

It is best to use a bottle brush.



6. Push on the softener insert as far  
as it will go so that it is secure.

7. Use a brush to clean the entire rinsing-in part of the washing machine, especially the nozzles on the top side of the rinsing-in chamber.



8. Insert the washing detergent drawer into the guide rails and push it in.

## Washing Drum

The washing drum is made of high-quality stainless steel. Rust deposits on the drum can occur due to foreign bodies in the washing which can cause rust.

**Attention!** Do not clean the stainless steel drum with acidic antiliming agents, scouring agents containing chlorine or iron or steel wool. Our Customer Service Department has suitable agents available.

- ☞ Remove any rust deposits on the drum using a stainless steel cleaning agent.

## Filling Door

- ☞ Check regularly whether there are deposits or foreign bodies in the rubber sleeve behind the filling door and, if so, remove them.

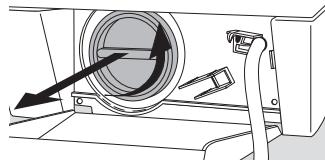
## Cleaning the drain pump

Paper clips, nails and so on can sometimes get into the washing machine with the washing and remain in the drain pump casing. Fluff and strands of fabric can gather on these items and block the drain pump. Therefore the drain pump should be cleaned at least once a year.

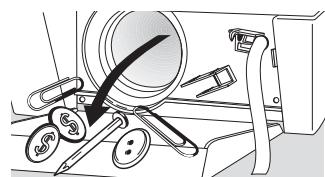


**Warning!** Switch off the washing machine and pull out the mains plug before cleaning the drain pump!

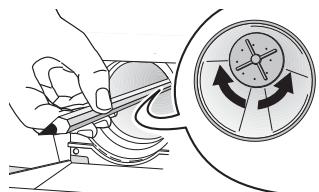
1. First carry out emergency emptying (see section "Carrying out emergency emptying").
2. Place a towel on the floor in front of the cover of the drain pump. Residual water can run out.
3. Unscrew the drain pump cover anti-clockwise and pull it out.



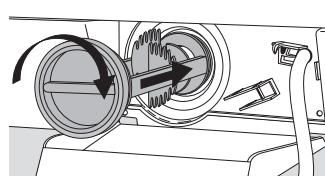
4. Remove any foreign objects, fluff and strands of fabric from the drain pump.



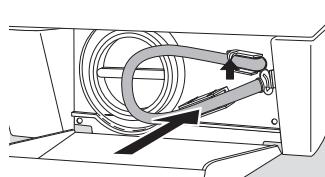
5. Check that you are able to turn the pump wheel at the very rear of the pump housing. (If the wheel rotates with a jerky motion, this is normal.) If you cannot turn the pump wheel, contact customer service.



6. Replace the cover. Insert the webs on the cover laterally into the guide slots and screw on the cover securely clockwise.



7. Close the emergency emptying hose and place it in the holder.



8. Close the flap.

# What to do if ...

## Remedying Faults

In the event of a fault, try to solve the problem yourself with the aid of the information provided here. If you call Customer Service to deal with one of the faults listed here or to remedy an operating fault, the customer service technician's visit will not be free of charge, even during the warranty period.

- If the fault code **E 10**, **E20** or **E40** is shown in the multidisplay, you may be able to remedy the fault yourself (see Faults Table below). After remedying the fault, press the button START/PAUSE (START/PAUZE, MARCHE/PAUSE). If the fault code is shown again, inform Customer Service.
- In the case of all other displayed faults (**E** and number or letter), please inform the Customer Service and state the fault code.



Fault	Possible Cause	Remedy
The machine does not work.	The plug is not in the socket.	Insert the plug.
	The fuse or protection device has tripped.	Replace/reset the fuse.
	The machine door was not closed properly.	Close the door. You should hear the door engage.
	The START/PAUSE (START/PAUZE, MARCHE/PAUSE) button was not pressed long enough.	Press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) until the Programme begins.
The door will not close.	The child safety device has been set.	Release the child safety device (see "Childsafety device").
Error code <b>E40</b> appears. The MAIN WASH (HOOFDWAS, LAVAGE) indicator flashes.	The door is not closed properly.	Close the door properly. Start the programme again.

Fault	Possible Cause	Remedy
The water does not flow. Error code <b>E 10</b> appears. The SPIN (CENTRIFUG., ESSORAGE) indicator flashes.	The water supply tap is closed.	Open the tap. Start the programme again.
	The filter in the water inlet hose coupling is clogged.	Close the water tap. Unscrew the hose from the water supply tap, take out the filter and rinse it under the kitchen tap
	The water supply tap is blocked with limescale, or is faulty.	Check the supply tap, have it repaired if necessary.
The washing machine is noisy, or vibrates in use.	The locking devices were not removed.	Remove locking devices as described in the Installation and Connection instructions.
	The adjustable feet are not set to the correct height.	Set the feet as described in the Installation and Connection instructions.
	There are very few items of washing (for example, one dressing gown) in the drum.	Operation is not affected.
	The water could not be pumped out completely before spinning, as there is a kink in the outlet hose, or detergent solution pump is clogged.	Check the condition of the outlet hose, and straighten any kinks or folds, or clean the detergent solution pump, removing any foreign bodies from the pump casing if required.
The detergent solution in the main wash foams excessively.	Too much detergent was probably used.	Follow precisely the manufacturer's instructions on the amount of detergent to use.

Fault	Possible Cause	Remedy
Water runs out from under the machine.	The water inlet hose coupling is loose.	Tighten the hose coupling.
	The outlet hose is loose.	Check the outlet hose and replace if necessary.
	The detergent solution pump cover is not properly closed.	Close the cover properly.
	Clothes are caught in the door.	Stop the programme, remove the item from the door. Start the programme again.
	The emergency drain hose is not properly fastened or is loose.	Fasten the emergency drain hose correctly (see "Carrying out an emergency drain operation"). If the emergency drain hose is loose, contact Customer Service.
Fabric softener is not drawn in, the conditioner  compartment is full of water.	The fabric softener tray in the conditioner compartment is not correctly positioned, or is clogged.	Clean the detergent dispenser drawer, set the fabric softener tray firmly in position.
Clothes are severely crumpled.	Too much washing has probably been loaded.	Note the maximum wash load (see Programme tables). For easy-care textiles, select the EASY IRON (STRIJKVRIJ, SANS REPASSAGE) programme.
Washing is not spun sufficiently, excess water is still visible in the drum. Error code <b>E20</b> appears. The RINSE (SPOELEN, RINCAGE) indicator flashes.	There is a kink in the outlet hose.	Straighten the hose.
	The maximum pump height (outlet hose height 1 m from from the support surface of the appliance) has been exceeded.	Call Customer Service, who have modification kits available as accessories for pump heights over 1 m.
	The detergent solution pump is clogged.	Switch off the appliance and pull out the mains plug.
	At the syphon coupling: The syphon is clogged.	Clean the syphon.

Fault	Possible Cause	Remedy
The door does not open while the appliance is switched on.	The door is locked due to high water level or high temperature.	<p>Wait till the programme has finished, and the END (EINDE, FIN) indicator light is on.</p> <p>However, if you still need to open the door:</p> <p>Set the programme selector to OFF (UIT, ARRET); Turn the programme selector to PUMP OUT (POMPEN, VIDANGE). Press the START/PAUSE (START/PAUZE, MARCHE/PAUSE) button.</p> <p>When the water has been pumped out, the door can be opened.</p>
Mains power failure while a programme is running (all indicators are off).	Power may have been cut off by the electricity supplier. (the door remains locked for around 2 minutes, for safety reasons.)	<p>The programme will continue, when power is restored.</p> <p>If the washing has to be taken out during the power failure:</p> <p>Turn the programme selector to OFF (UIT, ARRET). Carry out an emergency drain operation (see „Carrying out an emergency drain operation“). After about 2 minutes, the door can be opened by pulling the handle.</p>
Leftover detergent builds up in the detergent dispenser drawer.	The water supply tap is not fully open.	Open the supply tap fully.
	The filter in the water inlet hose coupling, at the tap or at the appliance, is clogged.	Close the water supply tap. Disconnect the inlet hose from the tap and from the appliance. Clean the filter.
The rinse water is not clear.	The cause may be that the detergent is high in silicates.	There are no adverse effects on rinse results; if preferred, use a liquid detergent.

Fault	Possible Cause	Remedy
When one of the additional programme function buttons is pressed, the corresponding indicator light does not come on.	The additional programme function selected cannot be combined with the programme already set.	Select another function.

## If the washing result is not satisfactory

### If the washing is grey and limescale forms in the drum

- Not enough washing detergent added.
- The right washing detergent was not used.
- Special types of stain were not pretreated.
- Program or temperature incorrectly set.
- If binary washing detergents were used, the individual components were not added in the correct ratio.

### If there are still grey stains on the washing

- Washing contaminated with creams, grease or oils was washing with too little detergent.
- Washing at too low temperature.
- A frequent cause is that conditioner – particularly concentrated form, ended up on the washing. Wash out such stains as quickly as possible and carefully use the right conditioner.

### If foam is still visible after the final rinse

- Modern washing detergents can still produce foam, even in the final rinse. The washing is still sufficiently rinsed.

### If there are white residues on the washing

- These are the insoluble components of modern detergents. They are not the result of an insufficient rinsing effect. Shake or brush off the washing. Perhaps in future you should turn the washing before washing it. Check the choice of detergent and use a liquid detergent if necessary.

## Carry Out an Emergency Emptying Operation

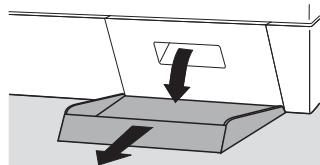
- When the washing machine no longer pumps off the washing solution, an emergency emptying operation must be carried out.
- When the washing machine is in a room where there is a frost risk, an emergency emptying operation must be carried out when there is a frost risk.  
Also: Unscrew the intake hose from the water tap and lay it on the floor. Empty the drainage hose.



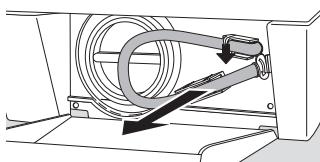
**Warning!** Switch off the washing machine before carrying out an emergency emptying operation and pull out the mains plug.

**Caution!** The washing solution running out of the emergency emptying hose can be hot. Risk of scalding! Allow the washing solution to cool down before carrying out emergency emptying.

- ☞ 1. Provide a flat collecting vessel to catch the washing solution as it runs out.
2. Open the flap downwards in the right part of the base panel and pull it off.



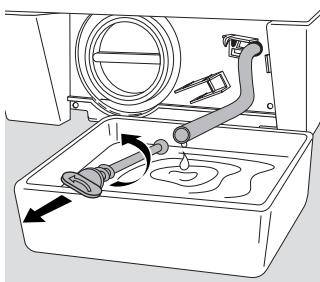
3. Remove the emergency emptying hose from the holder.



4. Place the collecting vessel underneath.

5. Release and pull out the plug of the emergency emptying hose by turning it anticlockwise.

The washing solution drains off. Depending on the amount of solution, it may be necessary to empty the collecting vessel several times. To do this, temporarily close the emergency emptying hose again with the plug.



### **When all the washing solution has drained off:**

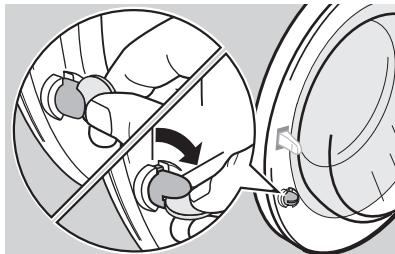
- 6.** Firmly push the plug into the emergency emptying hose and turn it tight clockwise.
- 7.** Put the emergency emptying hose back into the holder.
- 8.** Insert the flap into the base panel and close.

## **Child Safety Feature**

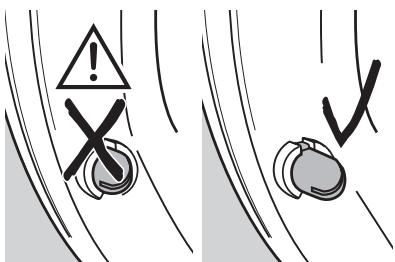
When the child safety feature is used, the filling door can no longer be closed and no more washing programs can be started.

### **Setting the Child Safety Feature:**

-  Use a coin to turn the rotary knob (on the inside of the filling door) clockwise as far as it will go.



-  **Warning!** The rotary knob must not be pressed in following adjustment, otherwise the child safety feature is not active. The rotary knob must project as shown in the diagram.



### **Cancelling the Child Safety Feature:**

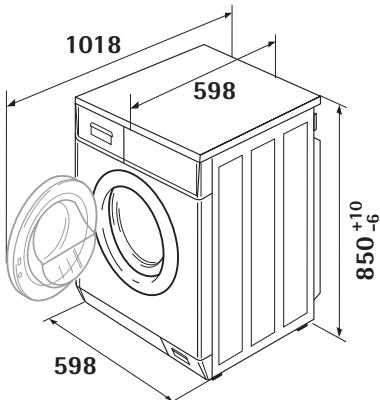
-  Turn the rotary knob anticlockwise as far as it will go.

# Setting up and connection instructions

## Technical Data

Height adjustment	Approx. +10/-6 mm
Filling quantity (program-dependent)	max. 5 kg
Use	Domestic
Drum speed, spin	see rating plate
Water pressure	1-10 bar (=10-100N/cm <sup>2</sup> = 0.1-1.0 MPa)

## Dimensions



(Measurements in mm)

## Tips on safety when installing

- Do not tilt the appliance on the front edge, or on the right side (looking from the front). Electrical components may become wet!
- Check the machine for damage that may have occurred in transit. Damaged equipment must not in any circumstances be connected. In the event of damage, please contact your supplier.
- Check that all locking devices have been removed and that the water seal is present on the appliance (see "Removing the locking devices". Otherwise, damage might result to the appliance or nearby furniture during the spin cycle.
- Insert the plug into an appropriately earthed socket.
- Permanent connections: Permanent connections should only be carried out by an authorised technician.
- Before putting into operation, make sure that the nominal voltage and type of current indicated on the specifications label match those of the local mains supply. The correct electrical protection can also be decided according to the specifications label.
- Should work be carried out on the water supply installations in order to allow the machine to be connected properly to the water supply, this work must be carried out by an authorised installer.
- Should work be carried out on the mains supply in order to allow the machine to be connected properly to the electricity supply, this work must be carried out by an authorised electrician.
- The power cable should be replaced only by an authorised electrician.

# Setting up the appliance

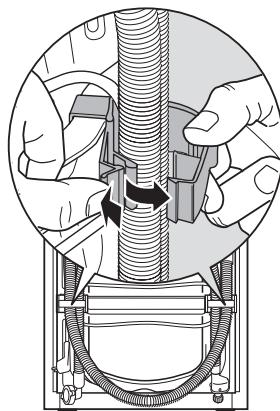
## Transporting the Unit

- Do not place the washing machine on its front side or on its right side (looking from the front). Otherwise the electrical components can get wet.
- Never transport the unit without using the transport safeguard. Do not remove the transport safeguard until you reach the installation site. Transporting the unit without the transport safeguard can result in damage to the unit.
- Never lift the unit by the open filling door or by its base.
- When transporting the unit with a sack trolley: Attach the sack trolley only at the side.

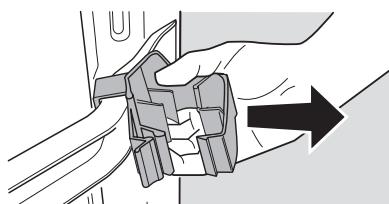
## Remove the Transport Safeguard

**Attention!** It is essential to remove the transport safeguard before putting the unit into operation! Keep all parts of the transport safeguard in a safe place for possible later transport (moving house).

1. Open both hose holders on the rear of the unit and remove the hoses and the mains cable.



2. Firmly pull both hose holders off the unit.

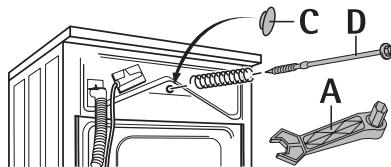


**i** The special button A and the plug caps B (2 ea.) and C (1 ea.) are supplied with the unit.

3. Remove the screw D, including the compression spring with the special button A.

4. Close off the hole with the plug cap C.

**Attention!** Push in the plug cap so firmly that it engages in the rear panel (this protects the inside of the unit against splash water).



5. Unscrew the two screws E using the special button A.

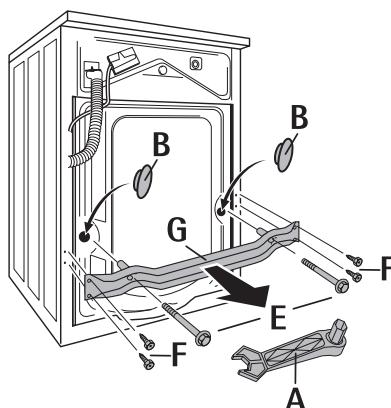
6. Unscrew the four screws F using the special button A.

7. Remove the transport rail G.

8. Screw the four screws F back in.

9. Close off the two large holes with the plug caps B.

**Attention!** Push in the plug caps so firmly that they engage in the rear panel (this protects the inside of the unit against splash water).

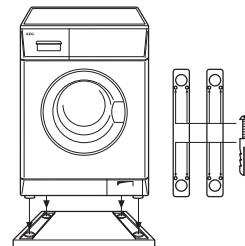


## Prepare the Installation Location

- The installation surface must be clean, dry and free of floor wax residue and other lubricating coatings so that the unit does not slide away. Do not use any lubricants as sliding aids.
- It is not recommended to set up the washing machine on deep-pile carpets or on floor coverings with soft foam underlays, as this would mean that the stability of the unit would not be guaranteed.
- Use ordinary rubber mats as underlays in locations with small-format tiles.
- Never use wood, card or similar underlays to compensate for minor floor unevenness. Always use the adjustable screw-type feet of the machine.
- If, for reasons of space, it is not possible to avoid setting up the unit next to a gas cooker or coal stove: Insert a thermally-insulating panel between the washing machine and the cooker (85 x 57 cm). This panel must have an aluminium foil on the side against the cooker.
- The washing machine must not be set up in a room where there is a danger of frost. Frost damage!
- The intake and drainage hoses must not be bent or pinched.

## Setting Up on a Concrete Pedestal

When setting up the washing machine on a concrete pedestal, it is essential for safety reasons to fit stand plates in which the washing machine is then adjusted. The stand plates are available from the Customer Service under spare part number 645 425 058.



## Setting Up on a Vibrating floor

In the case of vibrating floors, especially wooden beam floors with flexible boards, securely screw a water-resistant wooden panel at least 15mm thick onto at least 2 of the floor beams. If possible, set up the unit in a corner of the room where the wooden floor is best firmly installed and is therefore least likely to be susceptible to vibrations.

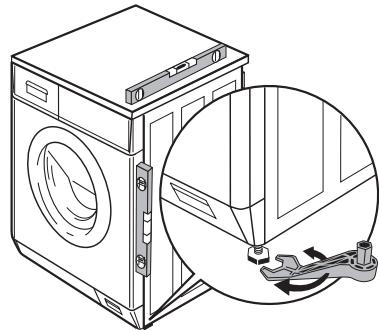
## Compensate for Floor Unevenness

Floor unevenness can be compensated for and the height can be corrected with the four adjustable screw feet. The height can be adjusted in a range of +10 ... -5 mm.

To adjust the feet use the special spanner supplied for removing the transport braces.

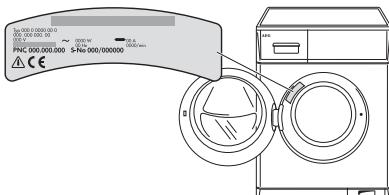
- ☞ **1.** Slide the special key firmly onto the hexagon head of the threaded foot as far as it will go.
- 2.** Adjust the screw feet so that the unit is horizontal and stable. The unit must not wobble over when loaded.
- 3.** If necessary, check the setting with a spirit level.

**Attention!** Never compensate for minor floor unevenness with underlays made of wood, card etc. Always adjust the adjustable feet.



# Electrical Connection

Refer to the rating plate for details of the mains voltage, current type and the necessary fuses. The rating plate is located at the top behind the filling door.



**CE** This unit conforms to the following EU directives:

- the "Low Voltage Directive" 73/23/EU with changes
- the "EMC Directive" 89/336/EWG with changes

# Water Connection



The washing machine has safety features which prevent contamination of the drinking water and which conform to the legal regulations of the water authorities (e.g. for Germany: DVGW regulations). Other protection measures in the installation are therefore not necessary.

## Attention!

- Units for connection to cold water must not be connected to hot water!
- Use only new sets of hoses for connection!

## Permissible Water Pressure

The water pressure must be at least 1 bar ( $= 10\text{N/cm}^2 = 0.1\text{ MPa}$ ), maximum 10 bar ( $= 100\text{N/cm}^2 = 1\text{ MPa}$ ).

- In the case of more than 10 bar: Connect a pressure-reducing valve upstream.
- In the case of less than 1 bar: Unscrew the intake hose on the unit side on the inlet solenoid valve and remove the flow regulator (to do this, remove the filter with pointed pliers and remove the rubber washer behind). Replace the filter.

## Water Inflow

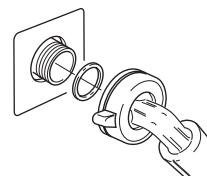
A pressure hose 1.5 m in length is supplied.

If a longer inflow hose is required, only a VDE-approved, complete set of hoses with fitted hose screw connections offered by our Customer Service is permissible.

- Sets of hoses in lengths of 2.2 m, 3.5 m and 5 m are available for washing machines without Aqua-Control.
- Sets of hoses in lengths of 2.0 m, 2.9 m and 3.9 m are available for washing machines with Aqua-Control.

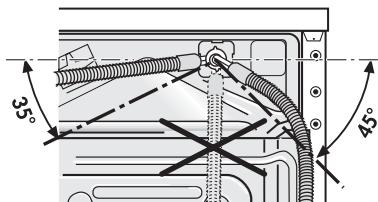
**Attention!** Never cut into pieces in order to extend the hoses!

- i** Sealing rings are supplied either in the plastic nuts of the hose screw connection or in the enclosed pack. Do not use other seals!
- ☞ 1.** Connect the hose with the angled connection to the machine.



### Attention!

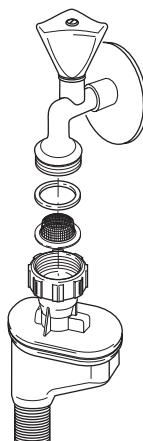
- Do not lay the supply hose vertically downwards. Rather, turn it to the right or left as shown in the diagram.
- Only tighten the screw connection manually.



- 2.** Connect the hose with the straight connection to a water tap with a screw thread of R 3/4 (inches).

**Attention!** Only tighten the screw connection manually.

- 3.** By slowly opening the water tap before putting the washing machine into operation, check whether the connection is free of leaks.



## Water Drainage

The drainage hose can either be connected to a siphon or hung in a wash basin or bath tub.

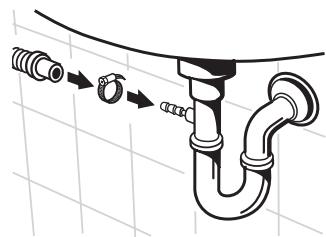
Only original hoses may be used for extension purposes (max. 3m on the floor and then up to 80cm high). The Customer Service stocks hoses in lengths of 2.7 and 4m.

**Attention!** It is absolutely essential to install the drainage hose free of pinches.

### Water Drainage into a Siphon

The grommet on the end of the hose fits all commonly used siphon types.

- ☞ Secure the grommet/siphon connecting point with a hose clamp.

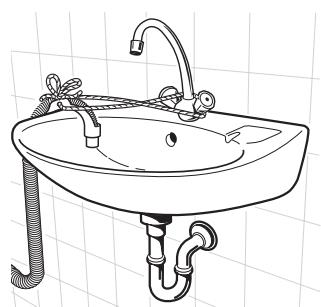
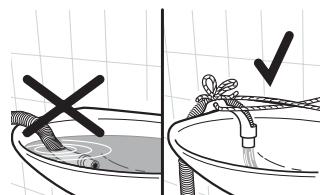


### Draining the water into a basin

#### Attention!

- Small basins are not suitable for draining the water into them. Water could overflow!
- It is not permitted to submerge the end of the drainage hose into the pumped-off water. Water could be sucked up into the hose!
- When hooked into a wash-basin or a bath tub the drainage hose must be protected from slipping out of place by the supplied slip-on elbow. Otherwise the repelling power of the draining water can press the hose out of the sink.

- ☞ Fix the elbow to the water tap or to the wall with string.



## Delivery Heads over 1 m

To pump off the washing / rinsing agent, every washing machine has a pump which transports liquids via the drainage hose up to a height of 1 m, calculated from the machine's floor.

For delivery heads over 1 m, consult the Customer Service.

# Fitting under kitchen worktops

**Important:** The water supply tap and power outlet must remain accessible after the appliance is installed.

If the appliance is connected to the mains through a permanent connection, it must be separated at installation from the mains supply by a **dipole (N, L1)** disconnector (for example, an Fi circuit-breaker) with a break gap of > 3 mm.

The water and power connections must be placed to the side of the appliance. No room will be available behind.

## Kitchen with worktops 85 cm high.

The washing machine can be installed in **fully fitted kitchens with** continuous worktops 85 cm high, after removing the machine's top cover. This will reduce the height of the appliance to about 82cm.

To fit the washing machine, an adapter kit is required. These can be obtained from Customer Service.



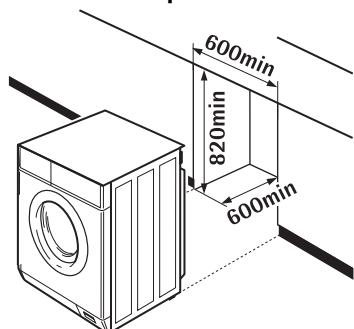
**Warning!** If removing the top cover to fit the machine,

- another protective cover must be mounted and, the appliance must be earthed with special screws
- a replacement trim must be attached to the top front edge.

Then only should the appliance be connected electrically, and put into operation.

The protective cover, special screws and replacement trim are included in adapter kit.

### Niche size requirements



(Measurements in mm)

## Kitchens with worktops 90 cm or higher



**Warning!** If fitting under a worktop of 90 cm or higher, the top cover must be left on the appliance, to protect it from splashes. Otherwise, adequate protection cannot be guaranteed.

In fitted kitchens with worktops 90 cm or higher, insert the appliance in its niche leaving the top cover in place.

# Guarantee conditions

## Belgium

### **DECLARATION OF GUARANTEE TERMS.**

Our appliances are produced with the greatest of care. However, a defect may still occur. Our consumer services department will repair this upon request, either during or after the guarantee period. The service life of the appliance will not, however, be reduced as a result.

This declaration of guarantee terms is based on European Union Directive 99/44/EC and the provisions of the Civil Code. The statutory rights that the consumer has under this legislation are not affected by this declaration of guarantee terms.

This declaration does not affect the vendor's statutory warranty to the end user. The appliance is guaranteed within the context of and in adherence with the following terms:

1. In accordance with provisions laid down in paragraphs 2 to 15, we will remedy free of charge any defect that occurs within 24 months from the date the appliance is delivered to the first end user.  
These guarantee terms do not apply in the event of use for professional or equivalent purposes.
2. Performing the guarantee means that the appliance is returned to the condition it was in before the defect occurred. Defective parts are replaced or repaired. Parts replaced free of charge become our property.
3. So as to avoid more severe damage, the defect must be brought to our attention immediately.
4. Applying the guarantee is subject to the consumer providing proof of purchase showing the purchase and/or delivery date.
5. The guarantee will not apply if damage caused to delicate parts, such as glass (vitreous ceramic), synthetic materials and rubber, is the result of inappropriate use.
6. The guarantee cannot be called on for minor faults that do not affect the value or the overall reliability of the appliance.
7. The statutory warranty does not apply when defects are caused by:
  - a chemical or electrochemical reaction caused by water,
  - abnormal environmental conditions in general,
  - unsuitable operating conditions,
  - contact with harsh substances.
8. The guarantee does not apply to defects due to transport which have occurred outside of our responsibility. Nor will the guarantee cover those caused by inadequate installation or assembly, lack of maintenance or failure to respect the assembly instructions or directions for use.
9. Defects that result from repairs or measures carried out by people who are not qualified or expert or defects that result from the addition of non-original accessories or spare parts are not covered by the guarantee.
10. Appliances that are easy to transport may be delivered or sent to the consumer services department. Home repairs are only anticipated for bulky appliances or built-in appliances.
11. If the appliances are built-in, built-under, fixed or suspended in such a way that removing and replacing them in the place where they are fitted takes more than half an hour, the costs that result therefrom will be charged for. Connected damage caused by these removal and replacement operations will be the responsibility of the user.

12. If, during the guarantee period, repairing the same defect repeatedly is not conclusive, or if the repair costs are considered disproportionate, in agreement with the consumer, the defective appliance may be replaced with another appliance of the same value. In this event, we reserve the right to ask for a financial contribution calculated according to the length of time it has been used.
13. A repair under guarantee does not mean that the normal guarantee period will be extended nor that a new guarantee period begins.
14. We give a twelve month guarantee for repairs, limited to the same defect.
15. Except in the event where liability is legally imposed, this declaration of guarantee terms excludes any compensation for damage outside the appliance for which the consumer wishes to assert his rights. In the event of legally admitted liability, compensation will not exceed the purchase price paid for the appliance.

These guarantee terms are only valid for appliances purchased and used in Belgium. For exported appliances, the user must first make sure that they satisfy the technical conditions (e.g.: voltage, frequency, installation instructions, type of gas, etc.) for the country concerned and that they can withstand the local climatic and environmental conditions. For appliances purchased abroad, the user must first ensure that they meet the qualifications required in Belgium. Non-essential or requested adjustments are not covered by the guarantee and are not possible in all cases.

Our consumer services department is always at your disposal, even after the guarantee period has expired.

Address for our consumer services department:

**ELECTROLUX HOME PRODUCTS BELGIUM**  
Bergensesteenweg, 719 – 1502 LEMBEEK  
Tel.: 02.363.04.44

# Customer services

## Belgium

	Tel.:	Fax.:
Electrolux Home Products Belgium		
ELECTROLUX SERVICE	Consumer services 02/363.04.44	02/363.04.00
Bergensesteenweg 719		02/363.04.60
1502 Lembeek		
Province de Liège:		
S.D.E.	04/343.11.60	04/343.47.68
Rue Gaucet 26		
4020 Liege		

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# Service

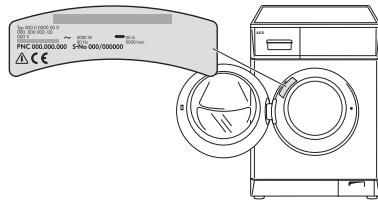
In the section "What to do if ..." there is a list of some faults which you can remedy yourself. Look there first if a fault occurs. If you find no information there, please consult your Customer Service Centre.

Always prepare in advance for the discussion. By doing so you will simplify the diagnosis and the decision on whether customer service is necessary.

Note the PNC-number and the S-number. Both can be found on the rating plate on the inside of the door on your washing machine.

PNC .....

S-No. .....



Answer as precisely as possible:

- What form does the fault take?
- Under what circumstances does the fault occur?
- Does the multi display show an error message?

## **When do you incur costs even during the warranty period?**

- if you could have dealt with the fault yourself with the aid of the Faults Table (see the section "What to do if ...") ,
- if several trips by the customer service technician are necessary because he had not received all the necessary information before his visit and must now e.g. fetch spare parts. These multiple trips can be avoided if you prepare your phone call as described above.

 **From the Electrolux Group. The world's No. 1 choice.**

The Electrolux Group is the world's largest producer of powered appliances for kitchen, cleaning and outdoor use. More than 55 million Electrolux Group products (such as refrigerators, cookers, washing machines, vacuum cleaners, chain saws and lawn mowers) are sold each year to a value of approx. USD 14 billion in more than 150 countries around the world.

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